

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS 221/Construction

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I. Goal

Improve the quality of construction and reconstruction of facilities.

II. Objectives and Policies

A. #1 - Acquire good quality construction/reconstruction of facilities.

1. Use the Performance Information Procurement System (PIPS) developed by Dr. Dean Kashiwagi of the Performance Based Studies Research Group (PBSRG), Arizona State University, to procure construction.
2. Educate key personnel and contractors on the theory and use of PIPS and Information Measurement Theory (IMT).
3. Continue to procure construction of roofing, waterproofing, painting, mechanical and electrical with PIPS.
4. Expand the use of PIPS to additional general construction projects.
5. Use PIPS ratings as the basis for selection of five contractors for Repair and Maintenance (R&M) projects procured on small purchase basis.
6. Provide the basis for a full information agency. Utilize the Internet as a medium to transfer information between Public Works, user agency, consultant, contractor and other interested parties. Posting information on the Internet will hasten the process of identifying problems and their resolutions.

B. #2 - Improve the construction/project management program.

1. Work with DHRD to continue basic project manager training program.
2. Provide additional advanced project manager training programs.

3. Implement the incentive program for project managers.
4. Issue a manual delineating the process of construction management.

III. Action Plan with Timetable

A. Objective/Policy #1 - Acquire good quality construction/reconstruction of facilities.

1. Past Year Accomplishments - Conducted several education seminars on PIPS. Continued to use PIPS to procure roofing, waterproofing and painting projects. Used PIPS for mechanical and electrical projects which have been successfully completed or are being constructed now. Conducted additional registries statewide for additional trades/crafts. Implemented modified PIPS small purchase procurement for R&M projects under \$100,000.
2. One year - Continue to train key personnel and contractors to use PIPS and the Information Management Theory. Increase the number of mechanical, electrical and general construction projects procured by PIPS. Develop interface on the Internet for the exchange of project information.
3. Two years - Increase the number of larger projects procured with PIPS. Refine and streamline the PIPS process. Monitor and improve the interface on the Internet.
4. Five years - Procure approximately 50% of projects through PIPS. Incorporate the Internet fully into the PIPS construction program. Implement continuous improvement of the interface on the Internet.

B. Objective/Policy #2 - Improve the construction/project management program.

1. Past Year Accomplishments - Thrity-seven project managers and other key staff and ten user agency personnel completed the basic project management course. Received approvals for a pilot program to provide incentives for project managers. Developed a technical training program for inspectors and 18 inspectors completed the program.

2. One year - Continue training opportunities for project managers and inspectors. Train and certify four project managers per year as Project Manager Professionals. Continue training program for new inspectors.
3. Two years - Continue training and certification for project managers. Develop intermediate electrical and mechanical inspection training program for inspectors.
4. Five years - Incorporate the Internet fully into the construction management program. Implement continuous improvement of the interface on the Internet. Develop advance electrical and mechanical inspection training program for inspectors.

IV. Performance Measures

A. Customer Satisfaction measure

1. Acquire good quality construction/reconstruction of facilities.
 - a. User and staff rating of contractors for PIPS projects.
 - b. Evaluations from user agencies on the performance of consultants, contractors and project results.
2. Improve the project/construction management program.
 - a. Evaluations from user agencies on the performance project manager and construction manager.
 - b. Correlate/evaluate responses from the user agencies with the number of project and construction managers trained and certified.

B. Program Standard measure

1. Acquire good quality construction/reconstruction of facilities.
 - a. Obtain feedback from users on the quality of workmanship.
 - b. Obtain feedback from users on the amount of maintenance required as compared with prior construction.

- c. Measure and evaluate the number and types of change orders.
 - d. Measure and evaluate the project schedules.
 - 2. Improve the project/construction management program.
 - a. Obtain feedback from user agencies on the performance of managers.
 - b. Evaluate the number and types of change orders during construction and correlate with project/construction managers.
 - c. Evaluate the construction schedule and correlate with project/construction managers.
- C. Cost Effectiveness measure
 - 1. Acquire good quality construction/reconstruction of facilities.
 - a. Evaluate changes in the cycle of maintenance.
 - b. Evaluate changes in the amount and types of change orders during construction.
 - c. Measure and evaluate the number of projects that are completed on schedule and within budget.
 - 5. Improve the project/construction management program.
 - a. Measure and evaluate changes in time periods for planning, design and construction.
 - b. Measure and evaluate changes in the amount of change orders.